

Amendments to the Claims:

Please cancel Claims 1, 19, 29, 32, 36, 48, 50, and 52.

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Canceled)

2. (Currently Amended)

The method of claim 1 54, further

comprising:

providing a single command commerce model using the computer system,
wherein the computer system includes the telephone interface system coupled in
communications with an Internet access system, the telephone interface system
being coupled in communications with a telephone;
receiving the audio purchase request over the telephone interface
system, the audio purchase request corresponding to a product for sale from the
merchant, which uses a particular electronic commerce model, wherein the
single command commerce model abstracts the particular electronic commerce
model used by the merchant such that the computer system provides a uniform
interface, which is independent of the particular electronic commerce model
used by the merchant, between the telephone and the merchant;
responsive to the audio purchase request, performing the following

sending a first request to the second computer system over the Internet access system, the first request corresponding to a request for information about the product,

receiving a first response from the second computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, and

receiving an audio confirmation over the telephone interface system; and

responsive to the audio confirmation, performing the following

sending a second request to the second computer system over the Internet access system, the second request corresponding to a request to purchase the product from the merchant;

receiving a second response from the second computer system over the Internet access system, the second response corresponding to a confirmation of the second request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction, and

wherein the telephone interface system receives a telephone identifying information, the method further comprising:

accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user; and

including information from the user profile in at least one of the first request and the second request.

3. (Original) The method of claim 2, wherein the user profile includes at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number.
4. (Original) The method of claim 2, wherein the user profile includes information obtained from a reverse directory lookup on the telephone identifying information.
5. (Original) The method of claim 2, further comprising:
providing a third audio request over the telephone interface system, the third audio request corresponding to a request for at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number;
receiving an audio information response over the telephone interface system, the audio information response corresponding to at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number; and

including the corresponding at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number in the user profile.

6. (Original) The method of claim 2, wherein the second computer system includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to information from the user profile.
7. (Original) The method of claim 2, wherein the second computer system includes a web server supporting an HTTP protocol, and wherein the second request comprises data corresponding to information from the user profile sent using the HTTP protocol.
8. (Currently Amended) The method of claim 4, wherein the Internet access system supports access to the second computer system using one or more of a secure sockets layer (SSL) protocol, a hypertext transfer protocol (HTTP), and a secure hypertext transfer protocol (HTTPS).
9. (Original) The method of claim 8, wherein the second request includes at least one of hypertext markup language (HTML) data and

extensible markup language (XML) data sent to the second computer system using HTTPS.

10. (Original) The method of claim 8, wherein the second computer system includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to an order for the product.
11. (Currently Amended) The method of claim 4 2, further comprising responsive to the second response, generating a voice receipt, the voice receipt corresponding to information about the electronic commerce transaction.
12. (Original) The method of claim 11, wherein the voice receipt includes at least one of a name of the product, a description of the product, a name of the merchant, a contact information for the merchant, a price paid for the product, an order number, a confirmation number, and a status.
13. (Original) The method of claim 11, wherein the voice receipt includes a status, the status corresponding to information retrieved from the second computer system about the electronic commerce transaction.

14. (Original) The method of claim 11, further comprising:
receiving an audio request, the audio request corresponding to a
request to review the voice receipt; and responsive to the audio
request, providing a second audio response over the telephone
interface, the second audio response corresponding to information
from the voice receipt.
15. (Currently Amended) The method of claim 4 2, wherein the
receiving the audio purchase request comprises receiving a verbal
request for a product, performing voice recognition on the verbal
request to determine the product.
16. (Currently Amended) The method of claim 4 2, wherein the
receiving the audio purchase request comprises receiving a series of
one or more touch tone signals and decoding the series of one or
more touch tone signals to determine the product.
17. (Currently Amended) The method of claim 4 2, wherein the
receiving the audio purchase request comprises receiving a verbal
request for a merchant, performing voice recognition on the verbal
request to determine the merchant.
18. (Currently Amended) The method of claim 4 2, wherein
the receiving the audio purchase request comprises receiving a series of

one or more touch tone signals and decoding the series of one or more touch tone signals to determine the merchant.

19. (Canceled)

20. (Currently Amended)

The method of claim 49 55, further

comprising:

providing a single command commerce model using the computer system, wherein the computer system includes the telephone interface system coupled in communications with an Internet access system, the telephone interface system being coupled in communications with a telephone;

receiving the audio request over the telephone interface system, the audio request corresponding to a product for sale from the merchant, which uses a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the merchant such that the computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the merchant, between the telephone and the merchant;

responsive to the audio request, performing the following

sending a first request to the second computer system over the Internet access system, the first request corresponding to a request for information about the product.

receiving a first response from the second computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, and

receiving a confirmatory audio request over the telephone interface system; and

responsive to the confirmatory audio request, performing the following

sending a second request to the second computer system over the Internet access system, the second request corresponding to a request to purchase the product from the merchant;

receiving a second response from the second computer system over the Internet access system, the second response corresponding to a confirmation of the second request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction, and

wherein the telephone interface system receives a telephone identifying information, the method further comprising:

accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user; and including information from the user profile in at least one of the first request and the second request.

21. (Original) The method of claim 20, wherein the user profile includes at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number.
22. (Original) The method of claim 20, wherein the user profile includes information obtained from a reverse directory lookup on the telephone identifying information.
23. (Original) The method of claim 20, further comprising:
providing a third audio request over the telephone interface system, the third audio request corresponding to a request for at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number;
receiving an audio information response over the telephone interface system, the audio information response corresponding to at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number; and
including the corresponding at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, and a telephone number in the user profile.

24. (Original) The method of claim 20, wherein the second computer system includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to information from the user profile.

25. (Original) The method of claim 20, wherein the second computer system includes a web server supporting an HTTP protocol, and wherein the second request comprises data corresponding to information from the user profile sent using the HTTP protocol.

26. (Currently Amended) The method of claim ~~19~~ 20, wherein the Internet access system supports access to the second computer system using one or more of a secure sockets layer (SSL) protocol, a hypertext transfer protocol (HTTP), and a secure hypertext transfer protocol (HTTPS).

27. (Original) The method of claim 26, wherein the second request includes at least one of hypertext markup language (HTML) data and extensible markup language (XML) data sent to the second computer system using HTTPS.

28. (Original) The method of claim 26, wherein the second computer system includes a web server providing an HTML order form,

and wherein the second request comprises HTML form data corresponding to an order for the product.

29. (Canceled)

30. (Currently Amended)

The computer system of claim 29 56,

wherein the control subsystem including at least one program for providing a single command commerce model,

processing an audio request to purchase a product from the merchant,

which uses a particular electronic commerce model, wherein the single

command commerce model abstracts the particular electronic commerce model

used by the merchant such that a uniform interface, which is independent of the

particular electronic commerce model used by the merchant, is provided

between the telephone and the merchant, and

completing the electronic commerce transaction for the product with the

merchant over the Internet interface responsive to an audio confirmation, and

wherein the at least one program in the control subsystem further for accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user and wherein the completing further comprises providing at least a portion of the user profile to the merchant over the Internet interface.

31. (Currently Amended)

The computer system of claim 29

30, wherein the at least one program in the control subsystem further for

generating a voice receipt responsive to the completing, the voice receipt corresponding to information about the electronic commerce transaction.

32. (Canceled)

33. (Currently Amended)

The computer system of claim 32

57, further comprising:

means for receiving a telephone identifying information associated with a telephone

means for providing a single command commerce model;

means for receiving the audio request to initiate the electronic commerce transaction over the telephone;

means for selecting a product from the merchant using an audio dialogue,

wherein the merchant uses a particular electronic commerce model,

wherein the single command commerce model abstracts the particular

electronic commerce model used by the merchant such that a uniform

interface, which is independent of the particular electronic commerce

model used by the merchant, is provided between the telephone and the

merchant;

means for receiving audio confirmation of the electronic commerce

transaction of the product; and

means for completing the electronic commerce transaction over the

Internet with the second computer system, and

wherein the means for completing further comprises:

means for accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user;

means for providing at least a portion of the user profile to the second computer system over the Internet to complete the electronic commerce transaction.

34. (Currently Amended) The computer system of claim 32 33, further comprising means for providing a voice receipt of the electronic commerce transaction, the voice receipt corresponding to a record of the electronic commerce transaction.

35. (Currently Amended) The computer system of claim 32 33, wherein the means for selecting comprises:
means for comparing prices for the product at a plurality of merchants;
means for providing a list of a predetermined number of merchants from the plurality of merchants over the telephone, the predetermined number of merchants offering the product at a lower price than other merchants in the plurality of merchants; and
means for receiving an audio selection of one of the merchants in the list, the selection corresponding to the merchant.

36. (Canceled)

37. (Currently Amended)

The method of claim 36 58, further

comprising:

providing a single command commerce model using the computer system
which supports access to an Internet for completing commerce
transactions

presenting information about the item in audio format over the telephone
interface using the computer system; and
responsive to a single audio response received by the computer system
over the telephone interface:

retrieving telephone identifying information associated with the
telephone to identify a profile associated with a purchaser; and
sending a request to order the item, the request including information
from the profile about the purchaser to the second computer system on
the Internet, the second computer system operated by the merchant
selling the item and using a particular electronic commerce model,
wherein the single command commerce model abstracts the particular
electronic commerce model used by the merchant such that the computer
system provides a uniform interface, which is independent of the
particular electronic commerce model used by the merchant, between the
telephone and the merchant, and

wherein the request is sent to the second computer system over the
Internet using a secure hypertext transfer protocol (HTTPS) and the request
includes a payment identifier from the user profile.

38. (Currently Amended) The method of claim ~~36~~ 37, wherein the profile includes at least one of a name, an address, a credit number, a credit card expiration date, an electronic mail address, and a telephone number.
39. (Currently Amended) The method of claim ~~36~~ 37, wherein the profile includes information obtained from a reverse directory lookup on the telephone identifying information.
40. (Currently Amended) The method of claim ~~36~~ 37, wherein the second computer system includes a web server providing an HTML order form, and wherein the request to order the item comprises HTML form data corresponding to information from the profile.
41. (Currently Amended) The method of claim ~~36~~ 37, wherein the second computer system includes a web server supporting an HTTP protocol, and wherein the request to order the item comprises data corresponding to information from the profile sent using the HTTP protocol.
42. (Currently Amended) The method of claim ~~36~~ 37, wherein computer system communicates with the second computer system over the Internet using one or more of a secure sockets

layer (SSL) protocol, a hypertext transfer protocol (HTTP), and a secure hypertext transfer protocol (HTTPS).

43. (Original) The method of claim 42, wherein the request to order the item includes at least one of hypertext markup language (HTML) data and extensible markup language (XML) data sent to the second computer system using HTTPS.
44. (Original) The method of claim 42, wherein the second computer system includes a web server providing an HTML order form, and wherein the request to order the item comprises HTML form data corresponding to an order for the product.
45. (Currently Amended) The method of claim ~~36~~ 37, further comprising after the request to order the item, generating a voice receipt, the voice receipt corresponding to information about the order of the item.
46. (Original) The method of claim 45, wherein the voice receipt includes at least one of a name of the item, a description of the item, a name of the merchant, a contact information for the merchant, a price paid for the item, an order number, a confirmation number, and a status.

47. (Original) The method of claim 45, wherein the voice receipt includes a status, the status corresponding to information retrieved from the second computer system about the order of the item.

48. (Canceled)

49. (Currently Amended) The method of claim 48 59, further comprising:

providing a single command commerce model using the first computer system coupled to the telephone by a telephone interface and supporting access to an Internet;

receiving a signal from the second computer system over the Internet, the second computer system operated by the merchant selling the item and using a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the merchant such that the first computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the merchant, between the telephone and the merchant, the signal corresponding to a request to place a telephone call to a user at a telephone number to complete the purchase of the item; calling the user over the telephone at the telephone number using the telephone interface using the first computer system;

conducting an audio dialogue over the telephone interface with the user using the first computer system to obtain at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, a telephone number, a confirmation of the purchase, and a password; and completing the purchase of the item by sending a message to the second computer over the Internet, the message including at least a portion of personal identifying information obtained in the audio dialogue, and wherein the conducting the audio dialogue comprises:

identifying a user profile associated with the telephone number;
making an audio request, the audio request corresponding to a request for a password from the user;
receiving an audio response, the audio response corresponding to a password from the user; and wherein the completing occurs responsive to verification of the password provided by the user against the password in the user profile.

50. (Canceled)

51. (Currently Amended)

The method of claim 50 60, further

comprising:

providing a single command commerce model using the first computer system, the telephone supplying telephone identifying information to the first computer system over the telephone interface, the first computer system supporting access to an Internet;

identifying a user profile associated with the telephone identifying information; and

responsive to the audio command, completing a purchase of a most recently presented item on the second computer system coupled in communication with the first computer system over the Internet using the user profile, the second computer system operated by the merchant selling the most recently presented item and using a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the merchant such that the first computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the merchant, between the telephone and the merchant, and wherein a pause of a predetermined amount of time is inserted between the presentation of each item.

52. (Canceled)

53. (Currently Amended)

The method of claim 52 61, further

comprising:

providing a single command commerce model using the computer;
using the computer to prompt a user for information over the telephone interface, wherein the information relates to a product for sale from the merchant, which uses a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce

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model used by the merchant such that the computer provides a uniform interface, which is independent of the particular electronic commerce model used by the merchant, between the telephone and the merchant, and

wherein the speech recognition result indicates that the human could not process the audio signal, the method further comprising repeating the method until the speech recognition result no longer indicates that the human could not process the audio signal.

54. (New) A method of facilitating an electronic commerce transaction, the method comprising:

operating a computer system independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the computer system is configured to respond to an audio command representing an audio purchase request received via a telephone interface system of the computer system;

in response to receiving the audio purchase request, causing the computer system to establish a communication link with the second computer system; and

causing the computer system to electronically interact with the second computer system to perform the electronic commerce transaction initiated by the audio purchase request.

55. (New) A method of facilitating an electronic commerce transaction, the method comprising:

operating a computer system independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the computer system is configured to respond to an audio command representing an audio purchase request received via a telephone interface system of the computer system;

in response to receiving the audio purchase request, causing the computer system to convert the received audio command to an electronic command;

causing the computer system to establish a communication link with the second computer system by utilizing the electronic command; and

causing the computer system to electronically interact with the second computer system to perform the electronic commerce transaction initiated by the audio purchase request.

56. (New) A computer system comprising:

an Internet interface including at least one program to access a second computer system using one or more of a SSL protocol, a HTTP, and a HTTPS, wherein the second computer system is utilized by a merchant to provide electronic commerce;

a telephone interface to send and receive audio signals to and from a telephone and to receive a telephone identifying information corresponding to the telephone; and

a control subsystem to control the Internet interface and the telephone interface, the control subsystem operates independently of and separately from

the second computer system and facilitates an electronic commerce transaction with the second computer system.

57. (New) A computer system comprising:
means for operating independently of and separately from a second computer system utilized by a merchant to provide electronic commerce;
means for responding to an audio command representing an audio request
means for establishing a communication link with the second computer system; and
means for electronically interacting with the second computer system to perform an electronic commerce transaction initiated by the audio request.

58. (New) A method of ordering an item over a telephone, the method comprising:
operating a computer system independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the computer system is configured to respond to an audio command representing ordering the item;
in response to receiving the audio command over the telephone, causing the computer system to establish a communication link with the second computer system; and

causing the computer system to electronically interact with the second computer system to perform an electronic commerce transaction to order the item.

59. (New) A method of completing a purchase of an item over a telephone, the method comprising:

operating a first computer system independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the first computer system is configured to respond to an audio command representing a request to purchase the item;

in response to receiving the audio command over the telephone, causing the first computer system to establish a communication link with the second computer system; and

causing the first computer system to initiate an electronic commerce transaction with the second computer system to complete the purchase of the item.

60. (New) A method of completing a purchase from a list including a plurality of items over a telephone, the method comprising:

operating a first computer system independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the first computer system is configured to respond to an audio command representing a request to purchase from the list, and wherein the telephone is coupled to the first computer system by a telephone interface ;

using the first computer system to present each of the plurality of items in the list over the telephone interface;

in response to the audio command, causing the first computer system to establish a communication link with the second computer system; and

causing the first computer system to electronically interact with the second computer system to perform an electronic commerce transaction to complete the purchase from the list.

61. (New) A method of storing information received over a telephone interface in a data storage coupled to a computer, the method comprising:

operating the computer independently of and separately from a second computer system utilized by a merchant to provide electronic commerce, wherein the computer is configured to respond to an audio command;

in response to receiving the audio command over the telephone interface, causing the computer to establish a communication link with and to electronically interact with the second computer system;

sending an audio signal from the computer to an audio interface, the audio interface for presenting the audio signal to a human, wherein the audio signal relates to an electronic commerce transaction between the computer and the second computer system;

receiving a data signal on the computer, the data signal corresponding to a speech recognition result for the audio signal by a human; and

responsive to receiving the data signal, updating the data storage to include the speech recognition result.

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